



WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.
GOVERNOR

March 28, 2017

Ms. Shelby Boston, Director
Butte County Department of Employment & Social Services
P.O. Box 1649
Oroville, CA 95965

Dear Ms. Boston:

This letter is to advise you that the Corrective Action Plan you submitted on March 15, 2017 in response to the results of our July 2016 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Daniel Cervantes (analyst) at (916) 654-0946. You may also contact the analyst by e-mail at Daniel.Cervantes@dss.ca.gov.

Sincerely,

Original signed by Tiffany Marsh

TIFFANY MARSH, Acting Chief
Civil Rights Unit
Welfare to Work Division

c: Karen Gillespie, Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Andrew Riesenbergl
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
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Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty



Employment and Social Services

Shelby Boston, Director

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March 15, 2017

Jim Tashima, Chief
CDSS Civil Rights Bureau
744 P Street
Sacramento, CA 95814

Re: Departmental Corrective Action Plan

Dear Mr. Tashima:

The Department is in receipt of your letter dated January 23, 2017 containing the Civil Rights Compliance Review Report for the Review conducted on July 5 through July 8, 2016. In response to deficiencies outlined in the report, attached is a Corrective Action Plan summarizing the required actions being taken, along with anticipated dates of completion. We anticipate your review for approval or further instructions.

We also understand that our Corrective Action Plan may be distributed in accordance with the Public Records Act once it is approved. If you have questions or need further information feel free to contact me at (530) 538-6707 or kgillespie@buttecounty.net.

Sincerely,

Original signed by Karen Gillespie

Karen Gillespie
Civil Rights Coordinator

Attachment: Corrective Action Plan

cc: Shelby Boston, Director
Anna Loughman, Assistant Director
Deanna Abrahamian, Assistant Director
Karen Ely, Assistant Director
Daniel Cervantes, Analyst – Civil Rights Bureau

Butte County Department of Employment & Social Services
2016 Civil Rights Corrective Action Plan

FINDINGS	CORRECTIVE ACTION REQUIRED	AGENCY RESPONSE
Finding: Written Material to Applicants and Recipients who are non-english speaking or who have disabilities.	Butte County Department of Employment & Social Services must use and provide translated forms, to include translated notice of action forms, in the clients' primary languages when translated by CDSS. Div. 21-115.2	Our Dept. uses translated forms made available on the CDSS website and uses available resources to also insert language where necessary in the clients' primary language. We are in the process of putting together a training that will reiterate this requirement and will be rolling it out to all staff. Target completion date: June 1, 2017
Finding: Document of Applicant/Recipient Case Records - General	Butte County Department of Employment & Social Services must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116	We are in the process of developing a training to remind staff of proper file documentation requirements under Div. 21-116. This training will then be rolled out to all staff. Target completion date: June 1, 2017.
Finding: Staff Development and Training - Division 21, Civil Rights Training	Butte County shall ensure that employees receive Division 21 civil rights training at the time of orientation, as well as ongoing training to ensure that public contact staff has knowledge of Division 21, including familiarization with the discrimination complaint process. Div. 21-117.1	Our Department does provide Division 21 civil rights training on an ongoing basis. Our most recent training was presented to all staff in March and April of 2016, copies of which were included in our Civil Rights Annual Plan. Our next training is set to go out within the next few weeks. We will continue to provide such training on an ongoing basis. We also provide training at new hire orientation and will continue to do so. Target completion date for next Division 21 Civil Rights Training: April 15, 2017.

Butte County Department of Employment & Social Services

2016 Civil Rights Recommendation Response

SECTION	RECOMMENDATION	AGENCY RESPONSE
Recommendation: Dissemination of Information	The county is required to use the latest version of each of the referenced documents. Pub 13 (06/11) Pub 86 (03/07) Form AD 475B (12/99)	The Department does use the most current versions of the Pub 86 and Form AD 475B. At the time of the review we were also using the Pub 13 dated 6/11. Since then an update came out dated August 2016 and we replaced our English and Spanish Pub 13's with this latest version in October 2016. We replaced the Pub 13 in the other languages as they became available. Completion date: March 2017.
Recommendation: Staff Development and Training - Greeter	The greeters must be able to effectively communicate with all applicants/recipients. At minimum, the greeter must be able to communicate immediately in the threshold languages. If the greeter does not speak those languages, they must know how to get the applicant/recipient translation services immediately.	Not all staff at the greeter station have the ability to speak our threshold languages, but to avoid undue delay they have been instructed to obtain one of our internal interpreters when needed or contact the Language Line. This subject is being included in the staff training we are currently working on to reiterate this process. Target completion date: June 1, 2017